

Open Enrollment Call

November 6, 2017

1. Enrollment Update

Enrollment numbers from 10/31/2017

Total: 6,446

Direct ADAP: 2,044

MPAP: 577

ICAP: 587

HIMAP: 3,238 (**1,747 need to change carriers for 2018.**)

2018 HIMAP: 167

2. Open Enrollment Period, November 1, 2017-December 15, 2017 Updates

All pertinent open enrollment information can be found on the ADAP website

(<http://www.vdh.virginia.gov/disease-prevention/virginia-aids-drug-assistance-program-adap/affordable-care-act/>)

3. VDH has contracted with an outside agency, Benalytics, to assist with enrolling clients. Clients will be contacted by Benalytics to enroll in a 2018 insurance plan and clients may reach out to them if there are any questions, 1-855-483-4647.

4. Information needed to pay a premium/Premium Payment Processes

Agencies should make binder payments for any active ADAP clients that have enrolled in marketplace plans. The active status is the determining factor for the binder payment and not the eligibility end date.

If an e2Virginia user, you are required to submit this information through the ACA enrollment module in e2VA. If not please complete a hard copy of the checklist and fax to 804-864-8050. If information is submitted through e2VA, do not submit by fax or mail, duplicates not needed.

- a. As in previous years, VDH will make the first premium payment based on the enrollment checklist received. We do still request that a bill is sent to have on file for the client.
- b. If there are past due premiums owed, VDH can cover these payments. If documentation of past due premium is available, please provide but VDH will still make the payment if not provided.

Q1. What communication has the Virginia Department of Health (VDH) had with clients to explain whether they will still be able to see their Infectious Disease doctors who might be out of network for a client's insurance carrier in 2018?

- Clients are encouraged to enroll in the insurance plan for which their Infectious Disease doctor is in network. For clients with no other carrier option, they are encouraged to enroll in the plan available in their locality. In the case where there is only one carrier in the client's locality and their physician is out of network, VDH is working on a model to reimburse providers with other Ryan White Parts Funding or

on a Fee for Service basis for HIV related care (Ambulatory Outpatient Medical Care and Labs only).

Once VDH determines a model, clients will be informed before January 1st of 2018.

Q2. Clients have started receiving letters from insurance providers re-enrolling them in other plans.

What options do clients have?

- It is normal that clients will get auto re-enrolled in a situation where their current carrier will no longer be providing coverage in 2018. If a client resides in an area that has more than one carrier on the Marketplace, please encourage them to browse the Marketplace in order to make an informed choice. Clients can reach out to Benalytics, 1-855-483-4647, for help with information regarding other carrier options.
- Clients can also seek guidance from their case managers.